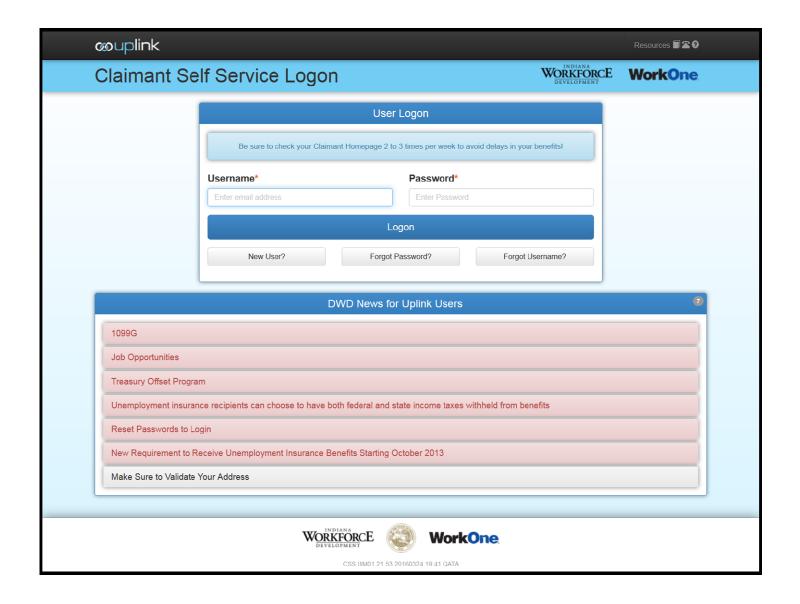
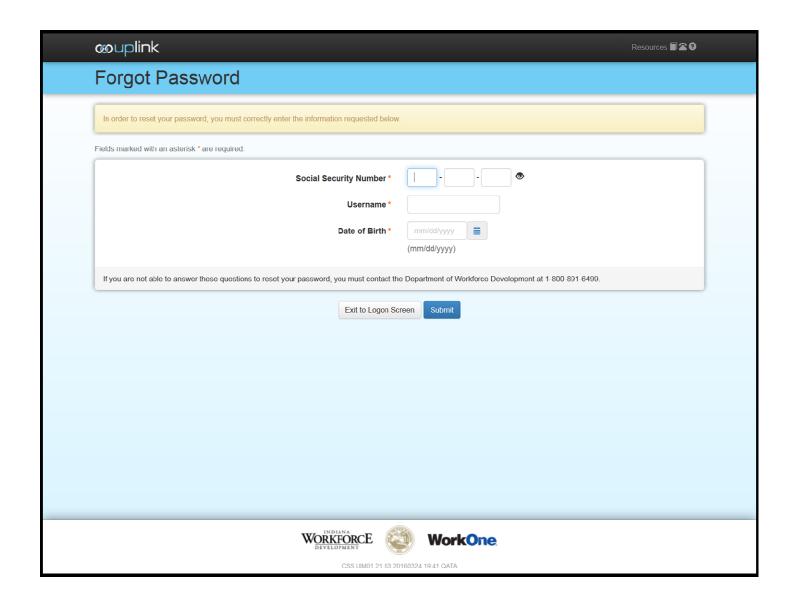


Welcome to the CSS Forgot Password & Username Tutorial. This Self Observation Tool will guide you through how to reset your Password and Username.

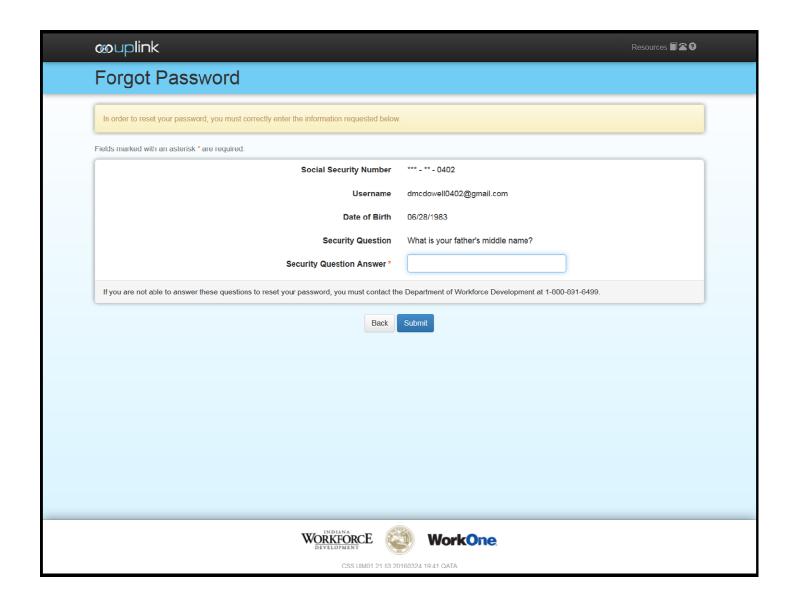


To reset your password, go to the Claimant Self Service Logon page and click on the Forgot Password button.

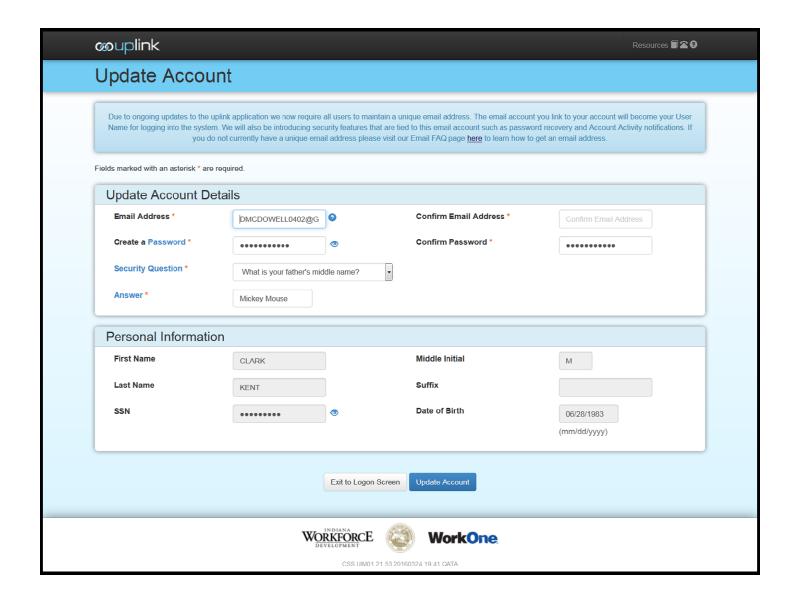


Enter your Social Security Number, Username, and Date of Birth in the required fields. Once you have entered the information click the Submit Button.

If you are not able to answer these questions to reset your password, you must contact the Department of Workforce Development at 1-800-891-6499.

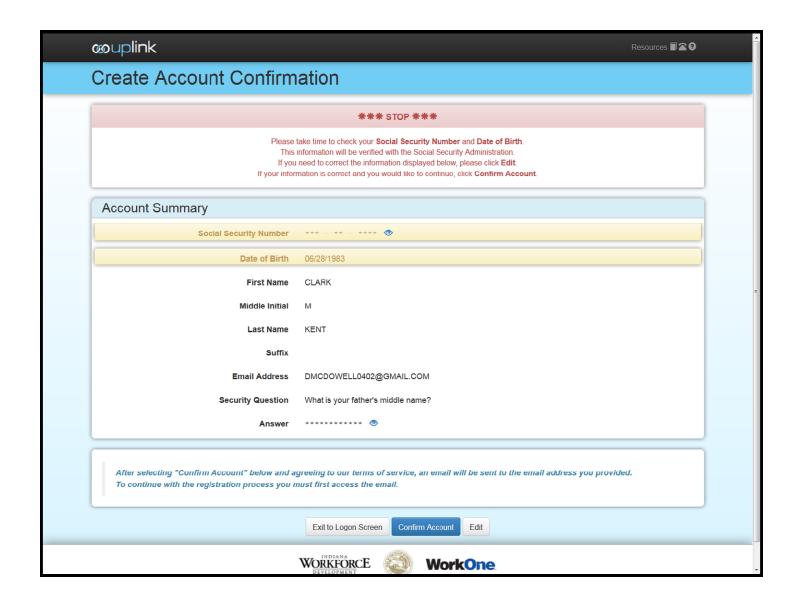


Next you will answer the security question and click the Submit button. Again, if you are not able to answer the question to reset your password, you must contact the Department at 1-800-891-6499.



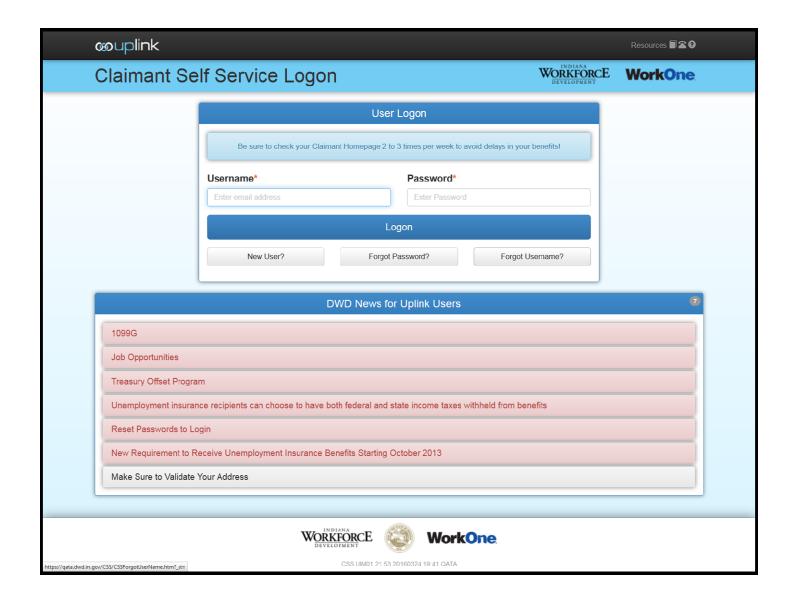
Due to ongoing updates to the Uplink application, we now require all users to maintain a unique email address. The email address you link to your account will become your Username for logging into the system. We will also be introducing security features that are tied to this email address, such as password recovery and Account Activity notifications. If you do not currently have a unique email address, you can visit the Email FAQ page by clicking the blue here link to learn how to create a free email address.

Under the Update Account Details and Personal Information section, enter all the required data marked with an asterisk \*. Once everything is entered click the Update Account button.

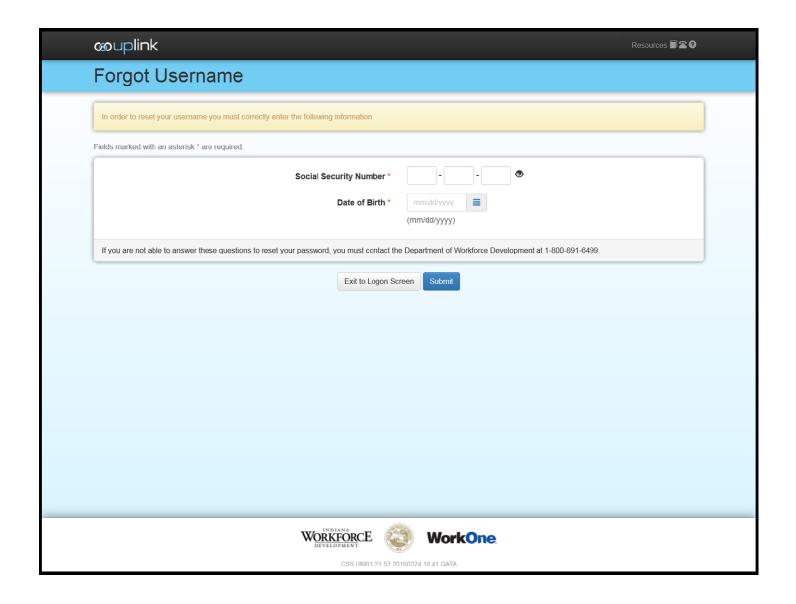


Please take the time to confirm your Social Security Number and Date of Birth. This information will be verified with the Social Security Administration. If you need to correct the information displayed, please click the Edit button.

If the information is correct and you would like to continue, click the Confirm Account button.

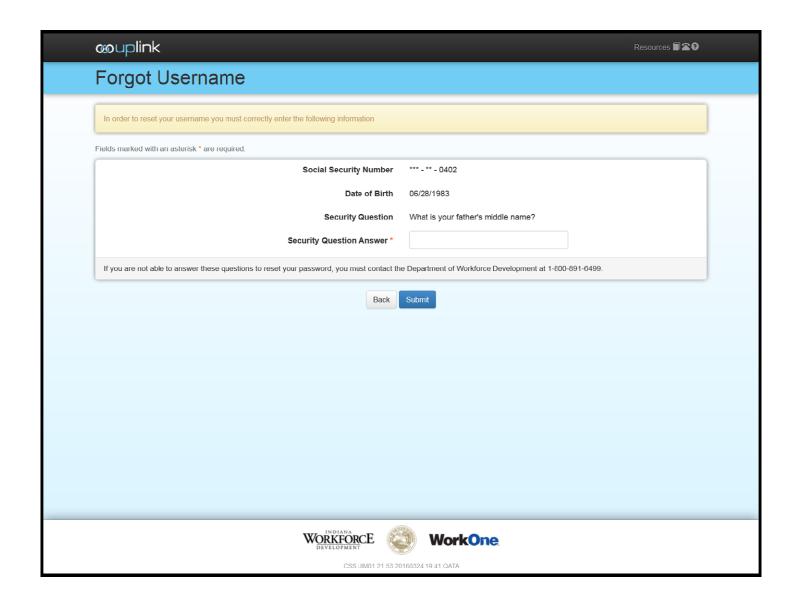


To reset your Username, go to the Claimant Self Service Logon page and click on the Forgot Username button.



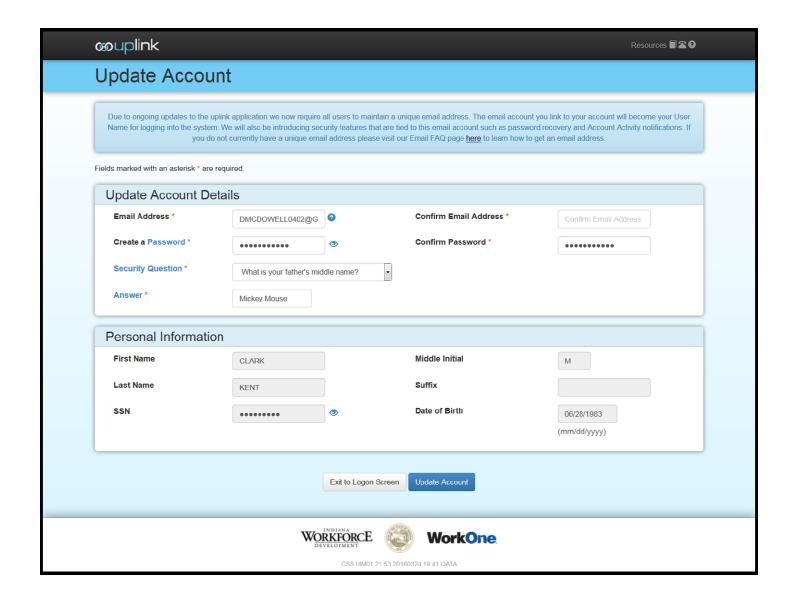
Enter your Social Security Number, Username, and Date of Birth in the required fields. Once you have entered the information click the Submit Button.

If you are not able to answer these questions to reset your Username, you must contact the Department at 1-800-891-6499.



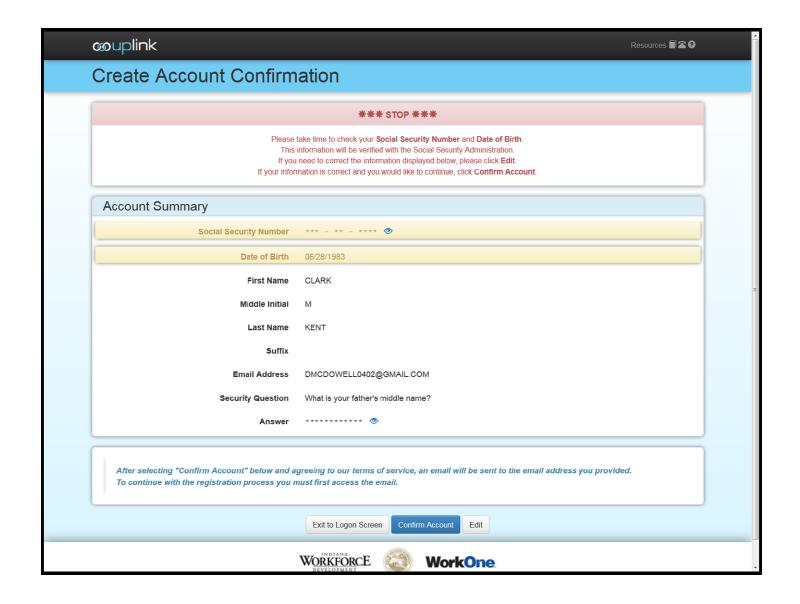
Next, you will answer the security question and click the Submit button.

Again, if you are not able to answer the question to reset your password, you must contact the Department at 1-800-891-6499.



Due to ongoing updates to the Uplink application, we now requiring all users to maintain a unique email address. The email address you link to your account will become your Username for logging into the system. We will also be introducing security features that are tied to this email address, such as password recovery and Account Activity notifications. If you do not currently have a unique email address, you can visit the Email FAQ page by clicking the blue here link to learn how to create a free email address.

Under the Update Account Details and Personal Information section, enter all the required data marked with an asterisk \*. Once everything is entered click the Update Account button.



Please take the time to confirm your Social Security Number and Date of Birth. This information will be verified with the Social Security Administration. If you need to correct the information displayed, please click the Edit button.

If the information is correct and you would like to continue, click the Confirm Account button.

This will conclude the CSS Forgot Password & Username Tutorial, again if you have any questions please feel free to contact us by phone, email, mail, or Web Chat.